

Schools Access Module (SAM)

Guidance Document

Over the last couple of months there has been an update to the Schools Access Module which has slightly changed the look of the screens. This document will help you navigate the site and also provide you with some tips for logging on and resetting your password.

Links to SAM and the Provider Portal

The link for SAM is below, it can also be found on Schoolsnet:

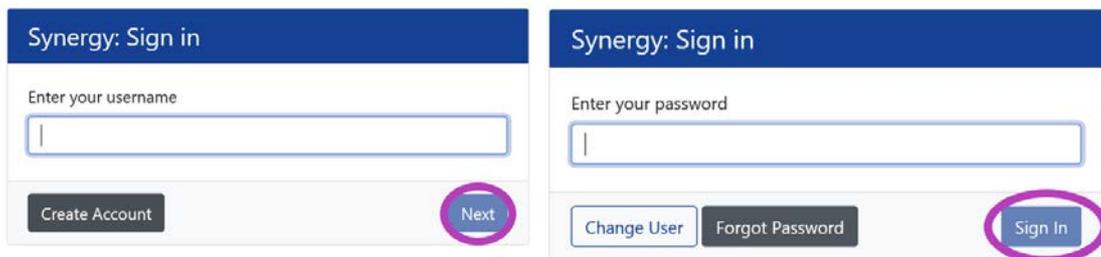
<https://caya-apps.derbyshire.gov.uk/Synergy/SynergyWeb/Schools>

Some of you also access the Provider Portal and the link for that is as follows:

<https://caya-apps.derbyshire.gov.uk/Synergy/SynergyWeb/Providers/>

Logging in to the SAM or Provider Portal

You will notice the Log on screen has changed to a 2 screen format, enter your Username on the first screen and press Next then enter your Password on the second screen and click Sign In



The image shows two screenshots of the Synergy login interface. The first screenshot is titled 'Synergy: Sign in' and features a text input field labeled 'Enter your username'. Below the field are two buttons: 'Create Account' and 'Next'. The 'Next' button is circled in purple. The second screenshot is also titled 'Synergy: Sign in' and features a text input field labeled 'Enter your password'. Below the field are three buttons: 'Change User', 'Forgot Password', and 'Sign In'. The 'Sign In' button is circled in purple.



Please note that in the summer 2019 your Username and password was changed to meet new system requirements.

You were emailed in August and advised of your new details, so please make sure you are using these to log in.

If you are having trouble finding the emails please be sure to check your Junk Box; the email was sent from CS.Informationenquiries@derbyshire.gov.uk

If you cannot find your new log in details, please email: CS.Informationenquiries@derbyshire.gov.uk with your Name, Job Role and School Name and DFE number.

Forgotten Password

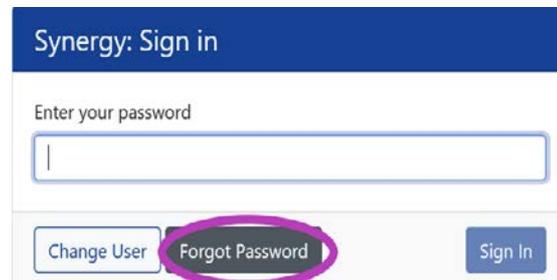
If you are unsure of your password then you can reset this yourself. Please only attempt your Password **Twice** before resetting it as **Three** wrong attempts will mean you are locked out of the system completely and will need to email CS.Informationenquiries@derbyshire.gov.uk

To reset your password you need to go to the Sign in screen and enter you Username and Click [Next](#)



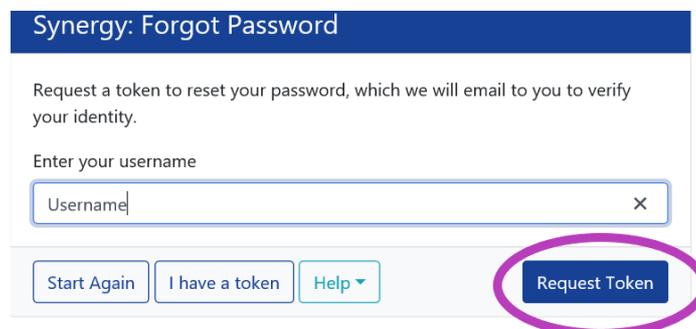
The image shows the 'Synergy: Sign in' screen. It has a blue header with the text 'Synergy: Sign in'. Below the header is a text input field with the placeholder text 'Enter your username'. At the bottom of the form, there are two buttons: a dark grey button labeled 'Create Account' on the left and a light blue button labeled 'Next' on the right. The 'Next' button is circled in purple.

Then Click on the forgotten password Link



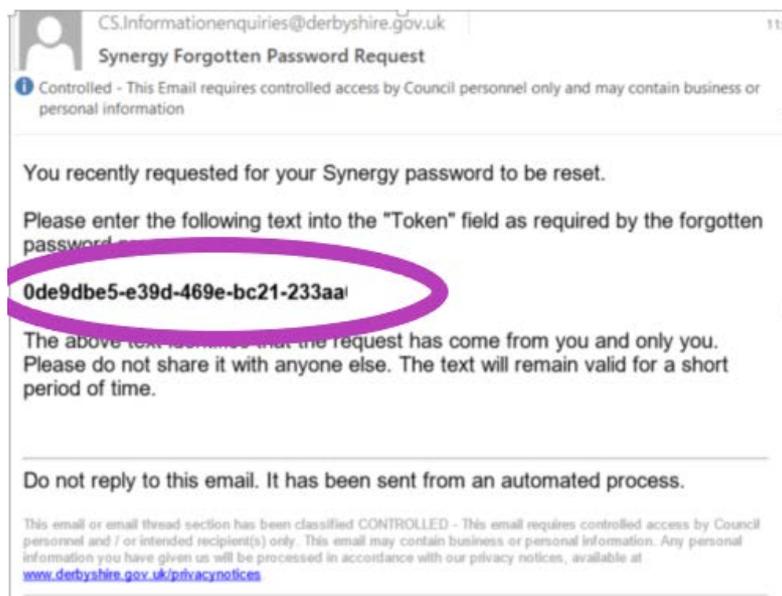
The image shows the 'Synergy: Sign in' screen. It has a blue header with the text 'Synergy: Sign in'. Below the header is a text input field with the placeholder text 'Enter your password'. At the bottom of the form, there are three buttons: a light blue button labeled 'Change User' on the left, a dark grey button labeled 'Forgot Password' in the middle, and a light blue button labeled 'Sign In' on the right. The 'Forgot Password' button is circled in purple.

You will be directed to another screen where you will be asked to enter your Username again and then click the [Request Token](#) button.



The image shows the 'Synergy: Forgot Password' screen. It has a blue header with the text 'Synergy: Forgot Password'. Below the header is a paragraph of text: 'Request a token to reset your password, which we will email to you to verify your identity.' Below this text is a text input field with the placeholder text 'Enter your username' and the text 'Username' inside the field. At the bottom of the form, there are four buttons: a light blue button labeled 'Start Again' on the left, a light blue button labeled 'I have a token' in the middle, a light blue button labeled 'Help' with a dropdown arrow on the right, and a dark blue button labeled 'Request Token' on the far right. The 'Request Token' button is circled in purple.

In 5-10 minutes you should receive an email which contains a token like the one below.:



You will need to copy and paste this token into the Token screen on SAM and then click the [Reset Password](#) button.



Synergy: Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

Start Again Help ▾ **Reset Password**

You should then be directed to a screen where you can change your password. Once you have chosen a password you will need to click the [Change Password](#) button.



Synergy: Reset password

New Password *

A password is required

Confirm Password *

Please confirm your password

Change Password

You should now have access to your account. From here the screens should look familiar, you should be able to see the drop down list for selecting the admissions round for your school.

If you are still experiencing problems logging into your account, please email: cs.informationenquiries@derbyshire.gov.uk include details of the issue you are having and the steps you have taken so far. This will help us to assist you quicker and more efficiently.